

Office of Health Care Assurance

State Licensing Section

## STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION

Agency's Name: Evergreen Adult Day Care Hawaii, Inc.	CHAPTER 700
Address: 825 Keeaumoku Street #113, Honolulu, Hawaii 96814	Inspection Date: February 4, 2021 Initial (Home)

**THIS PAGE MUST BE SUBMITTED WITH YOUR PLAN OF CORRECTION. IF IT IS NOT, YOUR PLAN OF CORRECTION WILL BE RETURNED TO YOU, UNREVIEWED.**

**YOUR PLAN OF CORRECTION MUST BE SUBMITTED WITHIN TEN (10) WORKING DAYS. IF IT IS NOT RECEIVED WITHIN TEN (10) DAYS, YOUR STATEMENT OF DEFICIENCIES WILL BE POSTED ONLINE, WITHOUT YOUR RESPONSE.**

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-6 <u>Scope of services.</u> (b)(6)            Personal care services shall be performed by personal care aides. Personal care services shall include activities based on the assessment of the client's needs, including but not limited to:</p> <p>Dressing;</p> <p><b>FINDINGS</b>            Employee #2 was hired as homemaker. However, during the home inspection visit, the employee verbalized assisting client #3 to get dressed or change clothes.</p>	<p><b>PART 1</b></p> <p><b><u>DID YOU CORRECT THE DEFICIENCY?</u></b></p> <p><b>USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY</b></p> <ol style="list-style-type: none"> <li>1. On 2/8/2021 supervisor reviewed the job description (Home-maker) with Employee #2 to make sure that she understands the scope of services she can provide to client #3.</li> <li>2. Employee #2 understood that she would not be able to provide personal care services because she has no the state-approved basic nurse aide training.</li> <li>3. Employee #2 signed the receipt of service plan for client #3 (on 2/8/2021) after reviewing the service plan.</li> <li>4. Employee #2 signed the form, which she acknowledge that she received her job description on 2/8/2021.</li> <li>5. Supervisor reviewed the service agreement with client #3 on 2/8/2021, to make sure that client #3 understands the scope of services employee #2 can provide.</li> <li>6. Supervisor made follow-up calls (2/11/21; 2/18/21) to check if she and client #3 are following service plan.</li> <li>7. Employee #2 is providing only homemaker services.</li> </ol>	

RECEIVED

MAR 11 2021

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-6 <u>Scope of services.</u> (b)(6)            Personal care services shall be performed by personal care aides. Personal care services shall include activities based on the assessment of the client's needs, including but not limited to:</p> <p>Dressing;</p> <p><b><u>FINDINGS</u></b>            Employee #2 was hired as homemaker. However, during the home inspection visit, the employee verbalized assisting client #3 to get dressed or change clothes.</p>	<p><b>PART 2</b></p> <p><b><u>FUTURE PLAN</u></b></p> <p><b>USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</b></p> <ol style="list-style-type: none"> <li>1. Supervisor shall assign employee (home care aide) to the client base on home care aide's training or qualification and based on the scope of services he/she can provide.</li> <li>2. Supervisor shall review the service plan with home care aide(s).</li> <li>3. Supervisor will review the job description with home care aide.</li> <li>4. Supervisor will complete the service plan review with the designated employee, which includes the scope of services, the name of home care aide(s), the date of review, signature of supervisor.</li> </ol>	

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-6 <u>Scope of services</u>, (b)(7)  Personal care services shall be performed by personal care aides. Personal care services shall include activities based on the assessment of the client's needs, including but not limited to:</p> <p>Assistance in toileting;</p> <p><b>FINDINGS</b>  Employee #2 was hired as homemaker. However, during the home inspection visit, the employee verbalized assisting client #3 "sometimes" with toileting.</p>	<p><b>PART 1</b></p> <p><b><u>DID YOU CORRECT THE DEFICIENCY?</u></b></p> <p><b>USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY</b></p> <ol style="list-style-type: none"> <li>1. Supervisor explained to employee #2 that she's not qualified as personal care aide (2/8/2021)</li> <li>2. Supervisor reviewed home maker job description with employee #2 (2/8/2021)</li> <li>3. Supervisor reviewed the service plan for client #3 with employee 2 (2/8/2021)</li> <li>4. Employee #2 was not assisting and will not assist the client 3 with toileting.</li> <li>5. Employee #2 is assigned to only homemaker services such as cleaning (dusting, mopping, vacuuming), doing dishes, doing laundry.</li> <li>6. Supervisor reviewed the service plan with client #3 to let her know</li> </ol>	

4 that employ 2 (home maker) cannot assist her with toileting.

RECEIVED

MAR 11 2021



	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-6 <u>Scope of services</u>. (b)(7)  Personal care services shall be performed by personal care aides. Personal care services shall include activities based on the assessment of the client's needs, including but not limited to:</p> <p>Assistance in toileting;</p> <p><b>FINDINGS</b>  Employee #2 was hired as homemaker. However, during the home inspection visit, the employee verbalized assisting client #3 "sometimes" with toileting.</p>	<p><b>PART 2</b></p> <p><b><u>FUTURE PLAN</u></b></p> <p><b>USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</b></p> <ol style="list-style-type: none"> <li>1. Supervisor shall assign only employee(s) with required training to client(s) who need personal care services.</li> <li>2. Supervisor shall give the job description to each employee and monitor if he/she follows his/her job description.</li> <li>3. Supervisor will review the service agreement and the service plan with client at the start of the service, whenever the client's needs change, whenever employees report any changes in client's need to supervisor.</li> <li>4. Supervisor shall give a copy of the service plan to the client,</li> </ol>	

- 5 to be kept in the client's home
5. Supervisor shall review the service plan with home care aide so

RECEIVED

MAR 11 2021

→ continued

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-6 <u>Scope of services.</u> (b)(8)            Personal care services shall be performed by personal care aides. Personal care services shall include activities based on the assessment of the client's needs, including but not limited to:</p> <p>Assistance with ambulation, mobility, transfers, and positioning; and</p> <p><b>FINDINGS</b>            Employee #2 was hired as homemaker. However, during the home inspection visit, the employee verbalized assisting client #3 with transferring in and out the car when escorting to doctor's appointment.</p>	<p><b>PART 1</b></p> <p><b><u>DID YOU CORRECT THE DEFICIENCY?</u></b></p> <p><b>USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY</b></p> <ol style="list-style-type: none"> <li>1. Supervisor reviewed the service plan and the job description for Employee 2 on 2/8/2021.</li> <li>2. Supervisor specified that employee 2 cannot assist the client 3 with transferring in and out the car when escorting to doctor's appointment because she's not qualified for that and is not allowed to do that.</li> <li>3. Employee 2 was not assisting and will not assist the client with transferring when she escorts the client to the appointments, which is confirmed by employee 2 and client 3 during follow-up calls (2/11/2021 and 2/18/2021).</li> </ol>	

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-6 <u>Scope of services.</u> (b)(8)  Personal care services shall be performed by personal care aides. Personal care services shall include activities based on the assessment of the client's needs, including but not limited to:</p> <p>Assistance with ambulation, mobility, transfers, and positioning; and</p> <p><b>FINDINGS</b>  Employee #2 was hired as homemaker. However, during the home inspection visit, the employee verbalized assisting client #3 with transferring in and out the car when escorting to doctor's appointment.</p>	<p><b>PART 2</b></p> <p><b><u>FUTURE PLAN</u></b></p> <p><b>USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</b></p> <ol style="list-style-type: none"> <li>1. Supervisor shall review the job description for personal care aide or home-maker when he/she is hired and assigned to the home care services.</li> <li>2. Supervisor shall follow the Agency's policy on Service Delivery Process.</li> <li>3. Supervisor shall draw up a Service Agreement and ensure he/she and the client's representative signs. A copy of Service agreement shall be given to the client / client's representative.</li> <li>4. Supervisor shall arrange for personal care services or home-maker services to be implemented, in accordance with service plan.</li> </ol>	

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-8 <u>Policies and procedures.</u> (3) A home care agency shall have policies and procedures that include:</p> <p>Provisions to establish that services provided are specified under the service plan and regularly reviewed by the supervisor;</p> <p><b><u>FINDINGS</u></b> Client #3- Personal care services provided by employee #2 not specified or reflective of the service plan.</p>	<p><b>PART 1</b></p> <p><b><u>DID YOU CORRECT THE DEFICIENCY?</u></b></p> <p><b>USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY</b></p> <ol style="list-style-type: none"> <li>1. Supervisor reviewed the service plan with client #3 on 2/8/2021.</li> <li>2. Supervisor reviewed the service plan and the job description with Employee 2 on 2/8/2021.</li> <li>3. Employee 2 is aware of the fact that she can deliver only home maker services.</li> <li>4. Employee 2 and client 3 are notified that employee 2 cannot assist client 3 with personal care services such as toileting, getting dressed, transferring because employee 2 is not qualified for personal care services.</li> </ol>	



	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-8 <u>Policies and procedures.</u> (3) A home care agency shall have policies and procedures that include:</p> <p>Provisions to establish that services provided are specified under the service plan and regularly reviewed by the supervisor;</p> <p><b><u>FINDINGS</u></b> Client #3- Personal care services provided by employee #2 not specified or reflective of the service plan.</p>	<p><b>PART 2</b></p> <p><b><u>FUTURE PLAN</u></b></p> <p><b>USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</b></p> <ol style="list-style-type: none"> <li>1. Supervisor shall develop the Service plan in conjunction with the client/client's representative to best meet the needs, wishes, and preferences of the client/client's representative.</li> <li>2. Supervisor shall obtain the client/client's representative's consent and signature to receive services as requested and recorded in the service plan.</li> <li>3. Supervisor shall give a copy of the service plan to the client/client's to be kept in the client's home.</li> <li>4. Supervisor shall review the service plan with the designated home care aides prior to being delivered so that he/she is aware of the home care services he/she is required to perform.</li> <li>5. Supervisor shall complete written notations</li> </ol>	

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-8 <u>Policies and procedures.</u> (4) A home care agency shall have policies and procedures that include:</p> <p>Provisions to establish that the supervisor and all staff shall become familiar with and follow the service plan;</p> <p><b>FINDINGS</b> Employee #2 verbalized not being familiar and had not seen client #3 service plan.</p>	<p><b>PART 1</b></p> <p><b><u>DID YOU CORRECT THE DEFICIENCY?</u></b></p> <p><b>USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY</b></p> <ol style="list-style-type: none"> <li>1. Supervisor reviewed the service plan for client 3 with Employee 2 on 2/8/2021.</li> <li>2. Employee 2 was given the copy of the service plan which she requested.</li> <li>3. Employee 2 signed the form - Service plan review - on 2/8/2021.</li> <li>4. Employee 2 understood the service plan for client #3 and she looked at it <sup>when</sup> she delivers the home care services for client #3.</li> <li>5. Supervisor conducted phone calls on 2/18/21 to monitor that employee 2 is familiarized</li> </ol>	

with the service plan for client #3 and that she is delivering only home maker services.

RECEIVED

MAR 11 2021

Continued

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-8 <u>Policies and procedures.</u> (4) A home care agency shall have policies and procedures that include:</p> <p>Provisions to establish that the supervisor and all staff shall become familiar with and follow the service plan;</p> <p><b>FINDINGS</b> Employee #2 verbalized not being familiar and had not seen client #3 service plan.</p>	<p><b>PART 2</b></p> <p><b><u>FUTURE PLAN</u></b></p> <p><b>USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</b></p> <ol style="list-style-type: none"> <li>1. Supervisor shall review the service plan with the client / client's representative after having developed the service plan with the input from the client / client's representative.</li> <li>2. Supervisor shall get the client / client's representative's consent and signature to receive services as requested and recorded in the service plan.</li> <li>3. Supervisor shall give a copy of the service plan to the client / client's representatives to be kept in the client's home.</li> <li>4. Supervisor shall review the service plan with the designated home care aides prior to being delivered</li> </ol>	

	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-9 <u>Administration and standards.</u> (b) The administrator shall not allow personal care aides or homemakers to perform any service that is not within their scope of duties.</p> <p><b><u>FINDINGS</u></b> Employee #2 was hired as homemaker and has not completed nurse aide training course but verbalized providing personal care services to client #3.</p>	<p><b>PART 1</b></p> <p><b><u>DID YOU CORRECT THE DEFICIENCY?</u></b></p> <p><b>USE THIS SPACE TO TELL US HOW YOU CORRECTED THE DEFICIENCY</b></p> <ol style="list-style-type: none"> <li>1. Supervisor reviewed the qualification and job description for personal care aides and homemaker with employee #2 on 2/8/21</li> <li>2. Supervisor made clear that employee #2 is not qualified to perform personal care services because she has no basic nurse training.</li> <li>3. Supervisor also reviewed the service agreement and the service plan with client 3 to let her clearly understand employee #2 cannot provide hands-on personal care services on 2/8/2021.</li> <li>4. Employee #2's job is limited to homemaker services such as vacuuming, cleaning after meal, doing laundry.</li> </ol>	



	RULES (CRITERIA)	PLAN OF CORRECTION	Completion Date
<input checked="" type="checkbox"/>	<p>§11-700-9 <u>Administration and standards.</u> (b) The administrator shall not allow personal care aides or homemakers to perform any service that is not within their scope of duties.</p> <p><b><u>FINDINGS</u></b> Employee #2 was hired as homemaker and has not completed nurse aide training course but verbalized providing personal care services to client #3.</p>	<p><b>PART 2</b></p> <p><b><u>FUTURE PLAN</u></b></p> <p><b>USE THIS SPACE TO EXPLAIN YOUR FUTURE PLAN: WHAT WILL YOU DO TO ENSURE THAT IT DOESN'T HAPPEN AGAIN?</b></p> <ol style="list-style-type: none"> <li>1. Supervisor shall conduct thorough screening on the job applicants, including their job qualification, training.</li> <li>2. Supervisor shall assign home care services based on each employee's qualification.</li> <li>3. Supervisor shall review job description with each designated employee at the beginning of the service start, at the orientation, and at the annual training.</li> <li>4. Supervisor shall review the service plan with client to make sure the client understand the scope of services his/her employee can provide.</li> <li>5. Supervisor shall monitor and follow up at the start of service, 2 weeks</li> </ol>	

13

from the start of service, and at least once a year.

RECEIVED

MAR 11 2021



Licensee's/Administrator's Signature: 

Print Name: Hye Kim

Date: 3/8/21